FREQUENTLY ASKED QUESTIONS (FAQ)
ON
E-SUBMISSION SYSTEM OF
CENTRAL REGISTRY OF DRUG ABUSE (CRDA)

Q1 : Why do I have to register with the CRDA in advance for using the e-Submission system ?

A1 : This is part of the security procedure to safeguard the information submitted to CRDA. Only registered users are allowed to use the e-Submission system.

Q2 : Can I use browser software other than Microsoft Internet Explorer to assess the CRDA e-Submission system ?

A2 : CRDA e-Submission system currently only supports Microsoft Internet Explorer browser. Use of other browser software may have unpredictable results and therefore it is not recommended.

Q3 : Why did not CRDA adopt the simple practices of entering the personal ID and PIN for assessing the system and transmitting information over the Internet, like most on-line e-banking and e-shopping services which are more convenient than using the security token ?

A3 : By using the “Two Factor Authentication” (i.e. What you know (your ID and password) and What you have (the token)) to authenticate registered e-Submission system users, the security level of the system is higher and much more improved.

Q4 : How do I know if I can apply for opening a user account for using the e-Submission system ?

A4 : If your agency will encounter any drug abuser and your office has a computer with Windows Operating System, Internet Explorer (IE) web browser and Internet access, then your agency can use the e-Submission system to submit electronic drug abuser records. Your agency has to appoint a coordinator to liaise with CRDA office on user registration first.

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Q5 : How do I know when my user account is ready for use ?

A5 : After your agency / unit coordinator has collected the login information and security token from the CRDA office, and he / she has created a user account for you, then your account is ready for use. To know whether your agency / unit coordinator has created your user account, please ask him / her to use the "User Profile" function on the main menu to view if your account is on the list of user accounts under his/her purview.

Q6 : While the clerical staff and I (agency coordinator) work in our agency's headquarters, most of our frontline staff / case workers work and stay in different offices in different locations. May our agency get more than 1 security token for each staff ? How many user accounts can be registered at most for each security token ?

A6 : In this case, your agency can request to get more tokens, each to be held in safe custody by the respective unit coordinator who is to oversee the work of the reporters of his/her team and is usually the centre-in-charge of the respective units. Note that each token is for shared use among authorized reporters. It is suggested not more than 10 user accounts will be created under one unit coordinator for easy management of user accounts.

Q7 : Can I (agency coordinator) pass the security token in my custody to one of my designated subordinates for keeping during my absence from office e.g. sick leave/vacation leave ?

A7 : You may delegate the role of agency coordinator to one of your designated subordinates for keeping the token during your absence on a temporary basis. The token should be returned to you when you resume duty.

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Q8 : I have entered the correct CRDA ID and password and personal login ID and password but I still cannot login the system. What should I do ?

A8 : Please login the system again and follow these steps (or refer to the user manual for details) :

(1) Enter the URL http://www.nd.gov.hk in the browser and select "Drug Statistics" -> "Central Registry of Drug Abuse".

(2) Click the link "Login to e-Submission System".

(3) Enter the CRDA ID and password, followed by a 6-digit random number displayed on the token.

(4) Select the language in the index page.

(5) Enter the personal login ID and password.

If you still cannot login the system, please contact staff of the CRDA office by telephone (phone no. 2867 1079), fax (fax no. 2537 2575) or e-mail (e-mail address: sb_stat@sb.gov.hk).

Q9 : I (reporter) have forgotten my personal login password, what should I do ?

A9 : The reporter has to ask the respective unit coordinator to reset the password for him/her by using the "User Profile" function on the main menu and then the "Modify" function of the system.

Q10 : I (agency/unit coordinator) have forgotten my login password, what should I do ?

A10 : The agency/unit coordinator should contact staff of the CRDA office direct by telephone (phone no. 2867 1079), fax (fax no. 2537 2575) or e-mail (e-mail address: sb_stat@sb.gov.hk) to make necessary arrangement for resetting a new password by CRDA.

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Q11 : The system stopped/hanged while I was entering data in it. What should I do?

A11 : You should close the current browser window, open another browser window and login again through the CRDA theme page. If any problem still persists, please contact staff of the CRDA office by telephone (phone no. 2867 1079) or by fax (fax no. 2537 2575) or by e-mail (e-mail address: sb_stat@sb.gov.hk).

Q12 : The system logged out itself after I had logged in for some time. What was the problem ?

A12 : This is a security feature of the system. The system will be automatically logged out after remaining inactive for a certain period of time. Please login the system again for submission of e-record.

Q13 : I have submitted a particular drug abuser record but it was not found upon my enquiry of the submitted e-record index ? Why ?

A13 : Only the record which fulfils the following conditions can be enquired. It was submitted :

(1) via the e-Submission system; and

(2) submitted within the recent last three complete months; and

(3) submitted successfully and accepted by the system, i.e. a message showing successful submission of a e-record was displayed

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Q14 : I have submitted a particular drug abuser record but it was not found upon my enquiry of the submitted e-record index searching by Chinese name ? Why ?

A14 : Only the submitted record in the CRDA system with exact match of the Chinese name entered for enquiry will be displayed when search using the Chinese name. One may try to search using date of contact or date of input for the particular record.

Q15 : I had completed the e-form but after clicking on the 'Confirm to Submit' button at least twice, but the system still displayed the same message 'There are still many incomplete items. Please continue to input.' What should I do ?

A15 : You need to complete more items before the system accepts your record, though partially completed.

Q16 : The message 'The page cannot be displayed' was displayed when I clicked on a function in CRDA. What should I do ?

A16 : You have probably been time-out by the system since after logging in, the system has remained inactive over a certain period of time. You should close the current browser window, open another browser window and login again through the CRDA theme page.

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Q17 : The message 'Warning : Page has Expired' was displayed when I clicked on a function in CRDA. What should I do?

A17 : You have probably been time-out by the system since after logging in, the system has remained inactive over a certain period of time. You should close the current browser window, open another browser window and login again through the CRDA theme page.

Q18 : The data were fine when I viewed them in the workstation. However, when I printed them out using the 'Print' button in the CRDA e-Submission system, some data were missing. What should I do?

A18 : Probably the 'Margins' of the 'Page Setup' in your browser need some adjustments. Please logout the e-Submission system and change the 'Page Setup' of your browser. After logout from the e-Submission system, open another browser window, select 'File' and then 'Page Setup' from the menu bar. You can then change the 'Margins' of the print out in the 'Page Setup' dialogue box. After saving your setting, login the e-Submission system again through the CRDA theme page and print again.

Q19 : Should I (agency coordinator) hand over the security token in my custody to another designated colleague, whether my successor or not, when I leave the present post ? Should I have to inform CRDA of the change of personnel ?

A19 : Should there be a change in the personnel in your post, please inform it and hand back the token to CRDA office as soon as possible. CRDA office will make necessary follow up action.

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Q20 : My team is to be re-organized to merge with other teams, should I (agency/unit coordinator) still need to keep the security token or hand it back to CRDA ?

A20 : Please inform CRDA office of the expected change such as agency's name and organization as soon as possible. CRDA office will make necessary follow up action.

Q21 : I (agency/unit coordinator) just found that I have lost the security token. What should I do? Will a token replacement be made available?

A21 : If the security token is lost, please report the loss to staff of the CRDA office as soon as possible direct by telephone (phone no. 2867 1079). A token replacement will be available, subject to availability of stock of tokens. Otherwise, it may take 4 to 6 weeks for the replacement.

Q22 : My office does not have any connection to the Internet but can I send drug abuser data to CRDA on floppy disk by mail ?

A22 : No, submission by floppy disk is not supported. Currently, CRDA system supports three different submission channels, viz. paper form, electronic form via e-Submission system or agreed system interface (with concerned government departments). Please complete a paper record sheet and send it to CRDA.

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Q23 : I have not yet registered as one of users of the e-Submission system but can I send electronic data of drug abuser via email to CRDA ?

A23 : No, submission by email is not supported. Currently, CRDA system supports three different submission channels, viz. paper form, electronic form via e-Submission system or agreed system interface (with concerned government departments).